

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2215)

BBB1014 – UNDERSTANDING MANAGEMENT

(All sections/Groups)

22 FEBRUARY 2023

2.30 pm- 4.30 pm

(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 1 page.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

- a) Discuss **THREE (3)** external environmental factors that most directly affect the human resource management process. (15 marks)
- b) How do you think downsizing should be handled? (10 marks)

QUESTION 2

A recent review of team studies indicated that teams with high levels of interpersonal interconnectedness attain goals better and are more committed to each other. Do you agree? Discuss your arguments. (25marks)

QUESTION 3

- a) Explain the components in the communication process. (15 marks)
- b) How can changes in the physical work environment have a direct impact on communication systems? (10 marks)

QUESTION 4

Which is more critical to success in organizations: continuous improvement or quality control? Support your position. (25 marks)

End of Paper